

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 03-0304

ORIGINAL

Regarding a complaint by (Person making the complaint): JODY Kimbrell - Kimbrell Realty Inc

Against (Utility name): Illinois American Water

As to (Reason for complaint) FIRE SERVICE CHARGE on a hydrant that had been installed in the 70s - Now - a new Hydrant is at the end of our Driveway But the 70's hydrant would be used for the Rental Complex - GAS light because they do not have one - I was being forced to pay 15.00/mo (Plus all 45 of my units pay avg of 3.00/per month fire service) for the complex behind me.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS: a foreman stated to me that your buildings caught fire they would use the one on the street BUT if ~~that~~ gas light burned they would use the 70's hydrant

My mailing address is

The service address that I am complaining about is 1300-1347 geth Ct - or 6608 N. Main St

My home telephone is

3091 691-6100 Peoria 66104

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[] anytime

(Full name of utility company) Illinois American Water (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

unaware Charging me to provide service to the neighbor - Double Charging (3.00 x 45) = 15.00
I told them they could leave the hydrant
I am just not going to pay (already charged for Sys)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

This Complex was setup in the 70s before fire hydrants were along University - The fire service line accesses each unit w/ individual billed water service. I

own & am responsible for the entire service

I had to stop IAW 6 times from beating on the shut-off valves & stop them from charging excessive (vacant units)

Please clearly state what you want the Commission to do in this case:

Make IAW Stop double

charging & refund the 5 years they did - they charge off 3.00/month on each unit - that is more than fairly compensated

Date:

5/3/03
(Month, day, year)

Complainant's Signature

Joe Kimbrell

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, JOEY D. Kimbrell, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature)

Joe D. Kimbrell

Subscribed and sworn/affirmed to before me on (month, day, year) 5-6-2003

Notary Public, Illinois

OFFICIAL SEAL
KEITH E. BOOK
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES: 08-25-06

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.